Contract Change Request
Master Services Agreement

June 16, 2014

Change Log

CCR	Amendment	Date	Description
CCR00066	N/A	06/25/2013	• Update Attachment 3-B with changes to Root Cause Analysis Delivery-Enterprise and the Incident Communication SLAs.
CCR00091	N/A	12/05/2013	• Update Attachment 3-B with changes to Service Catalog Effectiveness SLA (ESL and MSL) • CMDB Reconciliation SLA (Collection Process) • Service Desk Customer Satisfaction SLA (Algorithm).
CCR00105	N/A	03/03/2014	• Update Attachment 3-B to combine Resolution Time Sev 1 and Sev 2 SLAs, effective 02/01/2014.
CCR00117	N/A	05/28/2014	• Update Attachment 3-B to specify resolution timeframe for assets with limited incident support • Revised low volume alternative calculation verbiage to align with the SCP Attachment 3-Bs • Revised algorithm for the Service Catalog Effectiveness SLA to align with approved FRD.
CCR00XXX	N/A	06/16/2014	• Update Attachment 3-B to remove “Consolidated” from the default resolution timeframes so that physical location of asset is also considered when determining SLA timeframes.

Attachment to Data Center Services Multisourcing Service Integrator Master Services Agreement

DIR Contract No. DIR-DCS-MSI-MSA-001

Between

The State of Texas, acting by and through the Texas Department of Information Resources

and

Capgemini America, Inc.

Attachment 3-B
SLA Definitions, Tools, Methodologies

June 16, 2014

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A.0 CRITICAL SERVICE LEVELS

This Section sets forth qualitative descriptions of the Critical Service Levels. The numerical Minimum Service Levels, Expected Service Levels and commencement of obligations associated with such Critical Service Levels are set forth in **Attachment 3-A**.

A.1 Servers – Platinum Tier Availability

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Servers - Platinum Tier Availability			3-A	S1.1.1	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes, 12+ months data available				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Server Service Component: S1.1.1 Servers – Platinum Tier Availability			
METRIC DESCRIPTION	The Service Level for "Servers – Platinum Tier Availability" measures the percentage of time the Applications residing on Platinum tier Server Instances are Available to the end-user during the applicable Measurement Window. If Downtime occurs for an Application, the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If a Server Instance itself appears to be operational, but the Application(s) running on the Server Instance is not Available, then the Server Instance is considered unavailable.				
METRIC INCLUSIONS and DATA SOURCES	Platinum tier Server Instances and related CIs supporting Applications are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Applications will be maintained in the SMM.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.90%				
EXPECTED SERVICE LEVEL	99.95%				
ALGORITHM	The Service Level calculation for "Servers – Platinum Tier Availability" is the sum of Actual Uptime for all Platinum tier Server Instances divided by the sum of Critical Uptime for all such Server Instances, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The Server SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - server instances and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.2 Servers – Gold Tier Availability – Consolidated

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Servers – Gold Tier Availability – Consolidated			3-A	S1.1.2	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes, 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Server Service Component: S1.1.2 Servers – Gold Tier Availability – Consolidated			
METRIC DESCRIPTION	The Service Level for "Servers – Gold Tier Availability – Consolidated" measures the percentage of time Applications residing on Gold tier Server Instances located within Consolidated Data Centers are Available to the end-user during the applicable Measurement Window. If Downtime occurs for an Application, the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If a Server Instance itself appears to be operational, but the Application(s) running on the Server Instance is not Available, then the Server Instance is considered unavailable.				
METRIC INCLUSIONS and DATA SOURCES	Gold Tier Consolidated Server Instances and related CIs are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Applications will be maintained in the SMM. Servers within the Consolidated Data Centers which do not have a tier specified are considered Gold Tier Consolidated and therefore are included in this Service Level; such Servers include: Email, Enterprise SMTP Relay, File and Print, Domain Services, Enterprise Security, Enterprise Backup, and Enterprise Scheduling.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.80%				
EXPECTED SERVICE LEVEL	99.90%				
ALGORITHM	The Service Level calculation for "Servers – Gold Tier Availability – Consolidated" is the sum of Actual Uptime for all Gold tier Server Instances located within Consolidated Data Centers divided by the sum of Critical Uptime for all such Server Instances, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The Server SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - server instances and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.3 Servers – Silver Tier Availability – Consolidated

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Servers – Silver Tier Availability – Consolidated			3-A	S1.1.3	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes, 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Server Service Component: S1.1.3 Servers – Silver Tier Availability – Consolidated			
METRIC DESCRIPTION	The Service Level for "Servers – Silver Tier Availability – Consolidated" measures the percentage of time Applications residing on Silver tier Server Instances located within Consolidated Data Centers are Available to the end-user during the applicable Measurement Window. If Downtime occurs for an Application, the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If a Server Instance itself appears to be operational, but the Application(s) running on the Server Instance is not Available, then the Server Instance is considered unavailable.				
METRIC INCLUSIONS and DATA SOURCES	Silver Tier Consolidated Server Instances and related CIs are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Applications will be maintained in the SMM.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	6AM - 9PM				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.75%				
EXPECTED SERVICE LEVEL	99.85%				
ALGORITHM	The Service Level calculation for "Servers – Silver Tier Availability – Consolidated" is the sum of Actual Uptime for all Silver tier Server Instances located within Consolidated Data Centers divided by the sum of Critical Uptime for all such Server Instances, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The Server SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - server instances and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.4 Servers – Bronze Tier Availability – Consolidated

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Servers - Bronze Tier Availability – Consolidated	3-A	S1.1.4	0

SERVICE LEVEL TYPE	Critical Service Level	
CURRENTLY MEASURED	Yes, 12+ months of data available	
SHARE TYPE and CORRESPONDING METRIC(S)	S	Server Service Component: S1.1.4 Servers – Bronze Tier Availability – Consolidated
METRIC DESCRIPTION	The Service Level for "Servers – Bronze Tier Availability – Consolidated" measures the percentage of time Applications residing on Bronze tier Server Instances located within Consolidated Data Centers are Available to the end-user during the applicable Measurement Window. If Downtime occurs for an Application, the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If a Server Instance itself appears to be operational, but the Application(s) running on the Server Instance is not Available, then the Server Instance is considered unavailable.	
METRIC INCLUSIONS and DATA SOURCES	Bronze tier Consolidated Server Instances and related CIs are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Applications will be maintained in the SMM.	
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.	
HOURS OF MEASUREMENT	6AM - 6PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	99.65%	
EXPECTED SERVICE LEVEL	99.75%	
ALGORITHM	The Service Level calculation for "Servers – Bronze Tier Availability – Consolidated" is the sum of Actual Uptime for all Bronze tier Server Instances located within Consolidated Data Centers divided by the sum of Critical Uptime for all such Server Instances, with the result expressed as a percentage.	

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The Server SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - server instances and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.5 Servers – Gold Tier Availability – Non-Consolidated

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Servers – Gold Tier Availability – Non-Consolidated			3-A	S1.1.5	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes, 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Server Service Component: S1.1.5 Servers – Gold Tier Availability – Non-Consolidated			
METRIC DESCRIPTION	The Service Level for "Servers – Gold Tier Availability – Non-Consolidated" measures the percentage of time Applications residing on Gold tier Server Instances located outside of Consolidated Data Centers are Available to the end-user during the applicable Measurement Window. If Downtime occurs for an Application, the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If a Server Instance itself appears to be operational, but the Application(s) running on the Server Instance is not Available then the Server Instance is considered unavailable.				
METRIC INCLUSIONS and DATA SOURCES	Gold Tier Non-Consolidated Server Instances and related CIs are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Applications will be maintained in the SMM. Servers in the Non-Consolidated locations which do not have a tier specified are considered Gold Tier Non-Consolidated and therefore are included in this Service Level; such Servers include: Email, Enterprise SMTP Relay, File and Print, Domain Services, Enterprise Security, Enterprise Backup, and Enterprise Scheduling.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.75%				
EXPECTED SERVICE LEVEL	99.85%				
ALGORITHM	The Service Level calculation for "Servers – Gold Tier Availability – Non-Consolidated" is the sum of Actual Uptime for all Gold tier Server Instances located outside of Consolidated Data Centers divided by the sum of Critical Uptime for all such Server Instances, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The Server SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - server instances and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.6 Servers – Silver Tier Availability – Non-Consolidated

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Servers – Silver Tier Availability – Non-Consolidated			3-A	S1.1.6	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes, 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Server Service Component: S1.1.6 Servers – Silver Tier Availability – Non-Consolidated			
METRIC DESCRIPTION	The Service Level for "Servers – Silver Tier Availability – Non-Consolidated" measures the percentage of time Applications residing on Silver tier Server Instances located outside of Consolidated Data Centers are Available to the end-user during the applicable Measurement Window. If Downtime occurs for an Application, the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If a Server Instance itself appears to be operational, but the Application(s) running on the Server Instance is not Available, then the Server Instance is considered unavailable.				
METRIC INCLUSIONS and DATA SOURCES	Silver tier Non-Consolidated Server Instances and related CIs are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Applications will be maintained in the SMM.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	6AM - 9PM				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.70%				
EXPECTED SERVICE LEVEL	99.80%				
ALGORITHM	The Service Level calculation for "Servers – Silver Tier Availability – Non-Consolidated" is the sum of Actual Uptime for all Silver tier Server Instances located outside of Consolidated Data Centers divided by the sum of Critical Uptime for all such Server Instances, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The Server SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - server instances and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.7 Servers – Bronze Tier Availability – Non-Consolidated

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Servers – Bronze Tier Availability – Non-Consolidated	3-A	S1.1.7	0

SERVICE LEVEL TYPE	Critical Service Level	
CURRENTLY MEASURED	Yes, 12+ months of data available	
SHARE TYPE and CORRESPONDING METRIC(S)	S	Server Service Component: S1.1.7 Servers – Bronze Tier Availability – Non-Consolidated
METRIC DESCRIPTION	The Service Level for "Servers – Bronze Tier Availability – Non-Consolidated" measures the percentage of time Applications residing on Bronze tier Server Instances located outside of Consolidated Data Centers are Available to the end-user during the applicable Measurement Window. If Downtime occurs for an Application, the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If a Server Instance itself appears to be operational, but the Application(s) running on the Server Instance is not Available, then the Server Instance is considered unavailable.	
METRIC INCLUSIONS and DATA SOURCES	Bronze tier Non-Consolidated Server Instances and related CIs are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Applications will be maintained in the SMM.	
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.	
HOURS OF MEASUREMENT	6AM - 6PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	99.60%	
EXPECTED SERVICE LEVEL	99.70%	
ALGORITHM	The Service Level calculation for "Servers – Bronze Tier Availability – Non-Consolidated" is the sum of Actual Uptime for all Bronze tier Server Instances located outside of Consolidated Data Centers divided by the sum of Critical Uptime for all such Server Instances, with the result expressed as a percentage.	

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The Server SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - server instances and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.8 Federal Application Availability

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Federal Application Availability			3-A	S1.1.8	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes, 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Server Service Component: S1.1.8 Federal Application Availability			
METRIC DESCRIPTION	The Service Level for "Federal Application Availability" measures the percentage of time programs with federally mandated 99.90% availability requirements are Available during the applicable Measurement Window. Actual Uptime shall measure the time the database is available for transactions. Downtime begins upon the Start Time of the Outage.				
METRIC INCLUSIONS and DATA SOURCES	Server Instances and related CIs supporting programs with federally mandated 99.90% availability requirements are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to programs with federally mandated 99.90% availability requirements will be maintained in the SMM.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.90%				
EXPECTED SERVICE LEVEL	99.90%				
ALGORITHM	The Service Level calculation for "Federal Application Infrastructure Availability" is the sum of Actual Uptime for the databases that support the programs with federally mandated 99.90% availability requirements divided by the sum of Critical Uptime for the databases that support the programs with federally mandated 99.90% availability requirements, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The Server SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - server instances and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.9 Mainframe Availability

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Mainframe Availability			3-A	S1.1.9	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes, 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Mainframe Service Component: S1.1.9 Mainframe Availability			
METRIC DESCRIPTION	The Service Level for "Mainframe Availability" measures the percentage of time Applications residing on Mainframe LPARs are Available to the end-user during the applicable Measurement Window. This Service Level is counted by LPAR, not by Application. If Downtime occurs for an Application, all LPARs supporting the Application are considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an Application is supported by multiple LPARs, then all LPARs associated with the Application are considered unavailable. If an LPAR itself appears to be operational, but the Application(s) running on the LPAR are not Available, then the LPAR is considered unavailable.				
METRIC INCLUSIONS and DATA SOURCES	Mainframes, LPARs, System Software, supporting Mainframe Infrastructure and related CIs are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Mainframe Applications will be maintained in the SMM.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.70%				
EXPECTED SERVICE LEVEL	99.90%				
ALGORITHM	The Service Level calculation for "Mainframe Availability" is the sum of Actual Uptime for all LPARs divided by the sum of Critical Uptime for all such LPARs, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ MSI CMDB - Mainframes, LPARs, System Software, supporting Mainframe Infrastructure and related CIs supporting impacted application ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.10 Network Availability

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Network Availability			3-A	S1.1.10	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	No				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Network Service Component: S1.1.10 Network Availability			
METRIC DESCRIPTION	The Service Level for "Network Availability" measures the percentage of time the Network is Available during the applicable Measurement Window.				
METRIC INCLUSIONS and DATA SOURCES	This measurement includes all services provided by devices or software in the DCS Network. Downtime begins upon the Start Time of the Outage. Scheduled hours of operations and maintenance windows for DCS Networks will be maintained in the SMM.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.95%				
EXPECTED SERVICE LEVEL	99.99%				
ALGORITHM	The Service Level calculation for "Network Availability" is the sum of Actual Uptime for all server instances in the ADC, the SDC, and on the Winters Legacy network divided by the sum of Critical Uptime for all server instances in the ADC, the SDC, and on the Winters Legacy network, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time ▪ MSI CMDB - CIs supporting impacted application ▪ MSI ServiceFlow – downtime to be entered by SCP via Web Form. Supporting documentation containing detail on the outage will be attached to the Web Form. ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.11 Data Center Availability

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Data Center Availability			3-A	S1.1.11	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	No				
SHARE TYPE and CORRESPONDING METRIC(S)	S	Data Center Service Component: S1.1.11 Data Center Availability			
METRIC DESCRIPTION	The Service Level for "Data Center Availability" measures the percentage of time the Data Center is Available during the applicable Measurement Window.				
METRIC INCLUSIONS and DATA SOURCES	This measurement includes all services provided by devices or software in the Consolidated Data Centers. Downtime begins upon the Start Time of the Outage. Scheduled hours of operations and maintenance windows for the Consolidated Data Centers will be maintained in the SMM.				
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	99.75%				
EXPECTED SERVICE LEVEL	99.90%				
ALGORITHM	The Service Level calculation for "Data Center Availability" is the sum of Actual Uptime for all server instances located within Consolidated Data Centers divided by the sum of Critical Uptime for all such server instances, with the result expressed as a percentage.				

COLLECTION PROCESS	If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time ▪ MSI CMDB - CIs supporting impacted application ▪ MSI ServiceFlow – downtime to be entered by SCP via Web Form. Supporting documentation containing detail on the outage will be attached to the Web Form. ▪ Service Management Manual - maintenance schedules, hours of operation Collected data will be sourced by the ServiceFlow application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.
REPORTING TOOLS	As described in the process above, the following tools will be utilized: ▪ SCP event monitoring system ▪ MSI ITSM ▪ MSI CMDB ▪ MSI ServiceFlow ▪ Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR
PERFORMANCE CATEGORY	Availability
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.12 Resolution Time – Sev 1 and 2 – Enterprise

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Resolution Time – Sev 1 and 2 - Enterprise			3-A	R1.2.1E	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes, 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R1.2.1S Resolution Time – Sev 1 and 2 – Server Data Center Service Component: R1.2.4D Resolution Time – Sev 1, 2, 3 and 4 – Data Center Network Service Component: R1.2.4N Resolution Time – Sev 1, 2, 3 and 4 – Network Mainframe Service Component: R1.2.4M Resolution Time – Sev 1, 2, 3 and 4 – Mainframe Print-Mail Service Component: *[to be determined]*			
METRIC DESCRIPTION	The Service Level for "Resolution Time – Sev 1 and 2 – Enterprise" measures the percentage of time Service Provider Resolves Severity Levels 1 and 2 Incidents within the applicable timeframes. If an Incident is escalated to Severity 1 or 2, then the Resolution Time clock restarts upon escalation to Severity 1 or 2. Upon escalation, a new ticket will be created and the original ticket will be cancelled. The cancelled ticket will be related to the new ticket.				

METRIC INCLUSIONS and DATA SOURCES	The applicable resolution timeframes are listed below. Timeframe for resolution shall be based on the tier designation for the highest Server Instance associated with the Incident. All Mainframe Incidents will be measured as the Gold Tier Consolidated. All Incidents for assets designated with limited incident support will be measured as the Bronze Tier. For all other Incidents, the resolution timeframe shall be measured as a Silver Tier. Includes all Severity 1 Incidents: Platinum ≤ 1 hour Gold ≤ 3 hours (located outside of Consolidated Data Centers) ≤ 2 hours (located in Consolidated Data Centers) Silver ≤ 5 hours (located outside of Consolidated Data Centers) ≤ 4 hours (located in Consolidated Data Centers) Bronze ≤ 8 hours (located outside of Consolidated Data Centers) ≤ 6 hours (located in Consolidated Data Centers) Includes all Severity 2 Incidents: Platinum ≤ 2 hours Gold ≤ 4 hours (located outside of Consolidated Data Centers) ≤ 3 hours (located in Consolidated Data Centers) Silver ≤ 8 hours (located outside of Consolidated Data Centers) ≤ 6 hours (located in Consolidated Data Centers) Bronze ≤ 24 hours (located outside of Consolidated Data Centers) ≤ 16 hours (located in Consolidated Data Centers)
METRIC EXCLUSIONS	Incidents related to Mainframe Batch Job ABENDs, backups (in any Service Component), or Print-Mail Equipment.
HOURS OF MEASUREMENT	24
DAYS OF MEASUREMENT	365(366)
MINIMUM SERVICE LEVEL	96.00%
EXPECTED SERVICE LEVEL	97.50%

ALGORITHM	The Service Level calculation for "Resolution Time – Sev 1 and 2 – Enterprise" is the total number of Severity 1 and 2 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows as a breach until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until resolved. A low volume alternative calculation, set forth in **Attachment 3-A**, shall apply when the total volume of Incidents falls within the volume (denominator) ranges specified in that Attachment.
COLLECTION PROCESS	Incident tickets will be logged in the MSI ITSM system. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Incident data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter incident tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.13 Resolution Time – Sev 3 and 4 – Enterprise

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Resolution Time – Sev 3 and 4 – Enterprise	3-A	R1.2.3E	0

SERVICE LEVEL TYPE	Critical Service Level	
CURRENTLY MEASURED	Yes, 12+ months of data available	
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R1.2.3S Resolution Time – Sev 3 and 4 – Server Data Center Service Component: R1.2.4D Resolution Time – Sev 1, 2, 3 and 4 – Data Center Network Service Component: R1.2.4N Resolution Time – Sev 1, 2, 3 and 4 – Network Mainframe Service Component: R1.2.4M Resolution Time – Sev 1, 2, 3 and 4 – Mainframe Print-Mail Service Component: *[to be determined]*
METRIC DESCRIPTION	The Service Level for "Resolution Time – Sev 3 and 4 – Enterprise" measures the percentage of time Service Provider Resolves Severity Levels 3 and 4 Incidents within the applicable timeframes. If an Incident is escalated to Severity 3, then the Resolution Time clock restarts upon escalation to Severity 3. Upon escalation, a new ticket will be created and the original ticket will be cancelled. The cancelled ticket will be related to the new ticket.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 3 and 4 Incidents. The applicable resolution timeframes are listed below. Severity Level 3 - The Incident shall be Resolved within 3780 minutes (i.e. 63 hours or 7 Business Days) where such minutes shall be measured only between 8:00 AM and 5:00 PM inclusive on Business Days. Severity Level 4 – The Incident shall be Resolved within 4860 minutes (i.e. 81 hours or 9 Business Days) where such minutes shall be measured only between 8:00 AM and 5:00 PM inclusive on Business Days.	
METRIC EXCLUSIONS	Incidents related to Mainframe Batch Job ABENDs, backups (in any Service Component), or Print-Mail Equipment.	
HOURS OF MEASUREMENT	8:00AM – 5:00 PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	96.00%	
EXPECTED SERVICE LEVEL	97.50%	
ALGORITHM	The Service Level calculation for "Resolution Time – Sev 3 and 4 – Enterprise" is the total number of Severity 3 and 4 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of resolved Incidents plus the	

	total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows as a breach until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until resolved. A low volume alternative calculation, set forth in **Attachment 3-A**, shall apply when the total volume of Incidents falls within the volume (denominator) ranges specified in that Attachment.
COLLECTION PROCESS	Incident tickets will be logged in the MSI ITSM system. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Incident data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter incident tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.14 Service Request Fulfillment – Enterprise

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Service Request Fulfillment – Enterprise	3-A	R1.3.1E	0

SERVICE LEVEL TYPE	Critical Service Level	
CURRENTLY MEASURED	No	
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R1.3.1S Service Request Fulfillment – Server Data Center Service Component: R1.3.1D Service Request Fulfillment – Data Center Network Service Component: R1.3.1N Service Request Fulfillment – Network Mainframe Service Component: R1.3.1M Service Request Fulfillment – Mainframe Print-Mail Service Component: *[to be determined]*
METRIC DESCRIPTION	The Service Level for "Service Request Fulfillment – Enterprise" measures the percentage of time Service Provider successfully completes "Service Requests" (which are defined as requests that do not require solution proposal development; examples of such requests include provisioning ID access, password resets, Service Catalog requests, etc.). Specific target timeframes are maintained in the SMM.	
METRIC INCLUSIONS and DATA SOURCES	Service Requests shall be an agreed upon set of service requests as specified in the SMM.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	As maintained in SMM	
DAYS OF MEASUREMENT	As maintained in SMM	
MINIMUM SERVICE LEVEL	90.00%	
EXPECTED SERVICE LEVEL	95.00%	

ALGORITHM	The Service Level calculation for "Service Request – Enterprise" is the total number of Service Requests that are resolved within the committed timeframes, divided by the total number of resolved Service Requests plus the total number of open Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Service Request is actually resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open Service Request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until resolved. A low volume alternative calculation, set forth in **Attachment 3-A**, shall apply when the total volume of service requests falls within the volume (denominator) ranges specified in that Attachment.
COLLECTION PROCESS	Service requests that do not require solution proposal development will be logged and tracked in the MSI ITSM System. Service Requests will be categorized and assigned to resolver teams who will work to fulfill the service request and progress the ticket through the service request management lifecycle. Service Request data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter service request tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.15 Solution Proposal Delivery – Enterprise

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Solution Proposal Delivery – Enterprise			3-A	R1.3.2E	2
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	No				
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R1.3.2S Solution Proposal Delivery – Server Data Center Service Component: R1.3.2D Solution Proposal Delivery – Data Center Network Service Component: R1.3.2N Solution Proposal Delivery – Network Mainframe Service Component: R1.3.2M Solution Proposal Delivery – Mainframe Print-Mail Service Component: *[to be determined]*			
METRIC DESCRIPTION	The Service Level for "Solution Proposal Delivery – Enterprise" measures the percentage of time Service Provider delivers a viable proposal to DIR Customers within the committed timeframes, in response to a solution request. Requests are worked in the approved prioritization order of the DIR Customer. Following validation of requirements by the PMO team, the Service Provider shall deliver a proposal for each request within the timeframes as listed below: ▪ Small within 11 business days ▪ Medium within 22 business days ▪ Large within 33 business days ▪ Very Large within 44 business days When a proposal is delivered, it must include a committed timeframe for project implementation specified as Business Days from the time the project is assigned to the project pool to the implementation completion. This committed number of Business Days will be used in the "Solution Implementation" Service Level. Specific size criteria and guidelines shall be maintained in the SMM.				
METRIC INCLUSIONS and DATA SOURCES	Each proposal submitted to DIR Customers will be counted as a measurable event. If there are multiple proposals for one request due to requirements changes then subsequent iterations will be counted as another event. Each will count as an event and an opportunity to succeed or fail.				
METRIC EXCLUSIONS	Service Requests				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				

MINIMUM SERVICE LEVEL	90.00%
EXPECTED SERVICE LEVEL	95.00%
ALGORITHM	The Service Level calculation for "Solution Proposal Delivery – Enterprise" is the total number of solution proposals that are delivered within the committed timeframes, divided by the total number of delivered proposals plus the total number of open proposals that have exceeded the committed timeframes, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if a solution proposal request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such request is actually delivered in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open solution proposal request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until delivered; if it is delivered within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until delivered.
COLLECTION PROCESS	Solution proposal requests will be logged and tracked in the MSI ITSM System. Solution proposal requests will be categorized and assigned to teams who will work to deliver a proposal and progress the ticket through the service request management lifecycle. Solution proposal data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter service request tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.16 Solution Implementation – Enterprise

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Solution Implementation – Enterprise			3-A	R1.3.3E	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	No				
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R1.3.3S Solution Implementation – Server Data Center Service Component: R1.3.3D Solution Implementation – Data Center Network Service Component: R1.3.3SNSolution Implementation – Network Mainframe Service Component: R1.3.3M Solution Implementation – Mainframe Print-Mail Service Component: *[to be determined]*			
METRIC DESCRIPTION	The Service Level for "Solution Implementation – Enterprise" measures the percentage of time Service Provider successfully implements a Solution Request within the committed timeframe. All phases of the Solution implementation process from DIR assignment of the project to the project pool through successful implementation (which requires DIR Customer acceptance) into production are included in this measure.				
METRIC INCLUSIONS and DATA SOURCES	The committed timeframe is that timeframe specified in the proposal (as further described in the "Solution Proposal Delivery" Service Level) or otherwise as agreed by the requester.				
METRIC EXCLUSIONS	Service Requests				
HOURS OF MEASUREMENT	N/A				
DAYS OF MEASUREMENT	N/A				
MINIMUM SERVICE LEVEL	90.00%				
EXPECTED SERVICE LEVEL	95.00%				

ALGORITHM	The Service Level calculation for "Solution Implementation – Enterprise" is the total number of projects that are successfully implemented within the committed timeframes, divided by the total number of projects implemented plus the total number of projects that have passed the committed timeframe, with the result expressed as a percentage. Projects will be reported in the Measurement Window in which the associated Change ticket is closed, allowing sufficient time to determine if the project was successful. For purposes of clarity, note the following: (a) if a project is assigned within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such project is actually implemented in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an uncompleted project is also carried forward into subsequent Measurement Windows as a breach until implemented; if it is implemented within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until implemented.
COLLECTION PROCESS	When a solution proposal is approved a Change ticket of type Project will be created by the MSI Program Manager in the MSI ITSM system. Final sign-off documents will be attached by the SCP when the project is accepted as complete. Upon completion of the post implementation review the MSI Program Manager will close the Change ticket. Solution implementation data will be uploaded from ITSM to ServiceFlow on a daily basis. ServiceFlow will filter change tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.17 CMDB Reconciliation – Enterprise

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
CMDB Reconciliation – Enterprise			3-A	R1.3.4E	4
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes				
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R1.3.4S CMDB Reconciliation – Server Data Center Service Component: R1.3.4D CMDB Reconciliation – Data Center Network Service Component: R1.3.4N CMDB Reconciliation – Network Mainframe Service Component: R1.3.4M CMDB Reconciliation – Mainframe Print-Mail Service Component: *[to be determined]*			
METRIC DESCRIPTION	The Service Level for "CMDB Reconciliation – Enterprise" measures the percentage of a random sample of Inventory Records that is determined to be Accurate.				
METRIC INCLUSIONS and DATA SOURCES	The sample for this Service Level must contain a number of randomly selected CMDB Inventory Records that is reasonably acceptable to DIR. The sample size parameters and methodology for sampling will be maintained in the SMM. Additionally, if DIR identifies any missing entries (e.g., a device in the environment with no record in the CMDB), then the missing record will be added to the statistical sample and will be counted as an inaccurate record. For example, if the statistical sample includes 150 randomly identified records, and DIR identifies three missing records, then the total pool for purposes of this calculation is 153. Definitions for purposes of this Service Level: "**Accurate**" means all Critical Inventory Attributes are correctly and completely populated in the CMDB Inventory of Record. "**Critical Inventory Attributes**" means those database fields in an Inventory Record that are essential for Service Provider's successful delivery of Service and necessary for DIR's successful performance of retained responsibilities, including architecture, IT planning, and reconciliation of invoices. The Critical Inventory Attributes are maintained in the SMM. "**CMDB Inventory of Record**" means the inventory of CIs, including all Equipment and Software, to be created and maintained by Service Provider in accordance with the SMM. "**Inventory Record**" means the record for a single item of Equipment or Software in the Inventory of Record, including all of the Critical Inventory Attributes for that item.				

METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	N/A
DAYS OF MEASUREMENT	N/A
MINIMUM SERVICE LEVEL	95.00%
EXPECTED SERVICE LEVEL	98.00%
ALGORITHM	The Service Level calculation for "CMDB Reconciliation – Enterprise" is the total number of CMDB Inventory Records that are validated during the applicable Measurement Window and that are Accurate, divided by the total number of Inventory Records that are validated during the applicable Measurement Window, with the result expressed as a percentage.
COLLECTION PROCESS	The sample of inventory records will be pulled from the MSI CMDB using an approved random sampling method each month. Through standard reconciliation processes, the random sampling is compared monthly with current electronically discovered data for Server and annually with physically validated data for Data Center, Network, Mainframe, and Print-Mail, as provided by Service Component Providers (SCPs); the annual reporting schedule will be maintained in the SMM. Critical Inventory Attributes and the Inventory Records to be included in SLA measurement will be documented in the Service Management Manual. The number of accurate CMDB Inventory Records based on measurement criteria will be determined and entered into ServiceFlow by the MSI Asset Management Team, along with the total number of CMDB Inventory Records in the sample set, via ServiceFlow Web Form. ServiceFlow will calculate the SLA result based on the Web Form data. Supporting documentation containing details of the assets validated will be attached to the Web Form.
REPORTING TOOLS	▪ SCP discovery tools ▪ MSI CMDB ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.18 License and Maintenance Renewal Timeliness – Enterprise

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
License and Maintenance Renewal Timeliness – Enterprise			3-A	R1.3.5E	0
SERVICE LEVEL TYPE	Critical Service Level				
CURRENTLY MEASURED	Yes: 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R1.3.5S License and Maintenance Renewal Timeliness – Server Data Center Service Component: R1.3.5D License and Maintenance Renewal Timeliness – Data Center Network Service Component: R1.3.5N License and Maintenance Renewal Timeliness – Network Mainframe Service Component: R1.3.5M License and Maintenance Renewal Timeliness – Mainframe Print-Mail Service Component: *[to be determined]*			
METRIC DESCRIPTION	The Service Level for "License and Maintenance Renewal Timeliness – Enterprise" measures the timeliness of all software license and hardware maintenance renewals and installs as appropriate managed by Service Provider. Expirations for software license and hardware maintenance are maintained in the MSI Contract Management Module.				
METRIC INCLUSIONS and DATA SOURCES	This SLA includes the renewal and installation of software licenses (including infrastructure stack and DIR Customer SSC software) included in the Agreement and hardware maintenance agreements included in DIR Customer Hardware Service Charges (HSC).				
METRIC EXCLUSIONS	N/A				
HOURS OF MEASUREMENT	N/A				
DAYS OF MEASUREMENT	N/A				
MINIMUM SERVICE LEVEL	98.00%				
EXPECTED SERVICE LEVEL	99.00%				

ALGORITHM	The Service Level calculation for "License and Maintenance Renewal Timeliness – Enterprise" is the total number of license or maintenance renewals processed and installed as appropriate prior to their expiration divided by the total number of license or maintenance agreements scheduled to expire within the Measurement Window. For months in which the total volume of license renewals is low, such that missing three (3) renewals would result in a miss of a Minimum Service Level target or missing two (2) renewals would result in a miss of an Expected Service Level target, the following will apply: 1. If the Service Provider misses three (3) renewals, then the performance for this Service Level shall be deemed to equal the Minimum Service Level target (e.g., reported as 98%). 2. If the Service Provider misses two (2) or less renewals, then the performance for this Service Level shall be deemed to equal the Expected Service Level target (e.g., reported as 99%). 3. If the Service Provider misses four (4) or more renewals, then the standard calculation applies.
COLLECTION PROCESS	Service Component Providers (SCPs) will provide current proof of entitlements, license renewal dates, and maintenance renewal dates to the MSI. Data will be maintained in the MSI Contract Management Module. A License and Maintenance Renewal Report will compare renewals that are due in the Measurement Window against those that met or failed the target renewal date. Software and hardware renewals and software installations as appropriate will be logged and tracked in the MSI ITSM system. SCP will receive a request to renew from the MSI ITSM system. When appropriate a Change Request will be issued to install software. Software renewal installations will be categorized and assigned to resolver teams who will work to fulfill the request. Software and hardware renewal data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI Contract Management Module ▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.19 Invoice Dispute Resolution – Enterprise

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Invoice Dispute Resolution – Enterprise	3-A	R1.3.6E	0

SERVICE LEVEL TYPE	Critical Service Level	
CURRENTLY MEASURED	No	
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R1.3.6S Invoice Dispute Resolution – Server Data Center Service Component: R1.3.6D Invoice Dispute Resolution – Data Center Network Service Component: R1.3.6N Invoice Dispute Resolution – Network Mainframe Service Component: R1.3.6M Invoice Dispute Resolution – Mainframe Print-Mail Service Component: *[to be determined]*
METRIC DESCRIPTION	The Service Level for "Invoice Dispute Resolution – Enterprise" measures the percentage of invoice disputes that are resolved within twenty (20) Business Days.	
METRIC INCLUSIONS and DATA SOURCES	N/A	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	8:00 AM – 5:00 PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	90.00%	
EXPECTED SERVICE LEVEL	95.00%	

ALGORITHM	The Service Level calculation for "Invoice Dispute Resolution – Enterprise" is the total number of invoice disputes that are resolved within twenty (20) Business Days of submission, divided by the total number of resolved invoice disputes plus the total number of open invoice disputes that have exceeded twenty (20) Business Days, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if an invoice dispute is initiated within the current Measurement Window, but the twenty Business Days extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such dispute is actually resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open invoice dispute that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until resolved; if it is resolved within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until resolved. A low volume alternative calculation, set forth in **Attachment 3-A**, shall apply when the total volume of invoice disputes falls within the volume (denominator) ranges specified in that Attachment.
COLLECTION PROCESS	Invoice disputes will be logged and tracked in the MSI ITSM System. Invoice Disputes will be categorized and assigned to resolver teams who will work to research and resolve the dispute, and progress the ticket through the service request management lifecycle. Invoice Dispute data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter the service request tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.0 KEY MEASUREMENTS

This Section sets forth qualitative descriptions of the Key Measurements. The numerical Minimum Service Levels, Expected Service Levels and commencement of obligations associated with such Key Measurements are set forth in **Attachment 3-A**.

B.1 Root Cause Analysis Delivery – Enterprise

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Root Cause Analysis Delivery - Enterprise	3-A	R2.1.1E	0

SERVICE LEVEL TYPE	Key Measurement	
CURRENTLY MEASURED	Yes, 12+ months of data available	
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R2.1.1S Root Cause Analysis Delivery – Server Data Center Service Component: R2.1.1D Root Cause Analysis Delivery – Data Center Network Service Component: R2.1.1N Root Cause Analysis Delivery – Network Mainframe Service Component: R2.1.1M Root Cause Analysis Delivery – Mainframe Print-Mail Service Component: *[to be determined]*
METRIC DESCRIPTION	The Service Level "Root Cause Analysis Delivery – Enterprise" measures the percentage of time Service Provider delivers to DIR, via email, a Root Cause Analyses within (i) ten (10) Business Days from service restoration (for Severity 1), (ii) ten (10) Business Days from request, or (iii) otherwise as agreed upon by DIR.	
METRIC INCLUSIONS and DATA SOURCES	The RCA is documented and tracked within the Problem Management process, and upon completion, is presented by the Service Provider Problem Management Team to the affected DIR Customer and DIR for review and approval. Service Provider will provide Root Cause Analyses on the most business-critical events, as determined by the 'DCS Critical List' maintained in the SMM, and as reasonably requested by DIR or DCS Customers for all other Incidents.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	8:00 AM – 5:00 PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	96.00%	
EXPECTED SERVICE LEVEL	98.00%	
ALGORITHM	The Service Level calculation for "Root Cause Analysis Delivery – Enterprise" is the total number of written Root Cause Analyses that are delivered to DIR within the required timeframe, divided by the total number of Root Cause Analyses delivered to DIR during the applicable Measurement Window, with the result expressed as a percentage.	

COLLECTION PROCESS	Problem investigations (requests for Root Cause Analysis) will be logged and tracked in the MSI ITSM System. Problems will be categorized and assigned to teams who will analyze the request and perform and document the root cause analysis. The problem ticket will be progressed through the problem management lifecycle. Problem data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter Problem tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.2 Corrective Actions – Enterprise

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Corrective Actions - Enterprise			3-A	R2.1.2E	0
SERVICE LEVEL TYPE	Key Measurement				
CURRENTLY MEASURED	No				
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R2.1.2S Corrective Actions – Server Data Center Service Component: R2.1.2D Corrective Actions – Data Center Network Service Component: R2.1.2N Corrective Actions – Network Mainframe Service Component: R2.1.2M Corrective Actions – Mainframe Print-Mail Service Component: *[to be determined]*			
METRIC DESCRIPTION	The Service Level "Corrective Actions – Enterprise" measures the percentage of time Service Provider completes corrective actions within the committed timeframes.				
METRIC INCLUSIONS and DATA SOURCES AND DATA SOURCE	Corrective Actions associated with all Problem tickets.				
METRIC EXCLUSIONS	Corrective Actions internal to Service Provider.				
HOURS OF MEASUREMENT	N/A				
DAYS OF MEASUREMENT	N/A				
MINIMUM SERVICE LEVEL	90.00%				
EXPECTED SERVICE LEVEL	95.00%				
ALGORITHM	The Service Level calculation for "Corrective Actions – Enterprise" is the total number of Corrective Actions that are completed within the required timeframe divided by the total number of Corrective Actions completed during the applicable Measurement Window, with the result expressed as a percentage.				
COLLECTION PROCESS	Corrective Actions will be logged and tracked in the MSI ITSM System. Corrective Actions will be assigned to teams who will implement the Corrective Actions. The Corrective Actions will be progressed through the problem management lifecycle. Problem data, including Corrective Actions, will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter Problem tickets based on appropriate measurement criteria.				
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow				

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.3 Incident Communication

SERVICE LEVEL NAME		EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Incident Communication		3-A	U2.1.3E	0
SERVICE LEVEL TYPE	Key Measurement			
CURRENTLY MEASURED	Yes, 12+ months of data available			
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A		
METRIC DESCRIPTION	The Service Level for "Incident Communication" measures the percentage of time Service Provider provides the notices to the applicable Authorized Users within the following timeframes with respect to Severity 1 Major Incidents and that are not Resolved in less than one (1) hour from the Start Time for such Incident. • First notice: Within one hour of Incident ticket creation • Subsequent notices: every 60 minutes A "notice" is defined as • Verbal communication to Authorized User, as documented in the ticket • Bridge call including Authorized User, as documented in the ticket • Email to Authorized User, as documented in the ticket Such notices shall not be deemed to have been provided unless (a) the Authorized User that reported the Incident has been contacted by the Service Provider and such notice of status has been provided or (b) Service Provider has left a voice mail (or if not possible because the Authorized User does not have a voice mail box, sent an email or attempted some other reasonable means of communication) for the Authorized User. Severity 1 security Incidents are only required to have communications once every twenty-four (24) hours.			
METRIC INCLUSIONS and DATA SOURCES	Includes all Major Incidents where a Severity 1 service restoration incident has been identified.			
METRIC EXCLUSIONS	Severity 1 Incidents for Bronze Tier servers and the applications residing on those servers, Severity 2, 3 and 4 Incidents.			
HOURS OF MEASUREMENT	24			
DAYS OF MEASUREMENT	365(366)			
MINIMUM SERVICE LEVEL	90.00%			
EXPECTED SERVICE LEVEL	95.00%			

ALGORITHM	The Service Level calculation for "Incident Communication" is the total number of Severity 1 Major Incidents that are resolved during the applicable Measurement Window, that have actual Resolution Times of greater than one (1) hour and for which Service Provider provided the applicable Authorized User the required notice(s), divided by the total number of Severity 1 Major Incidents, that are resolved during the applicable Measurement Window and that have actual Resolution Times of greater than one (1) hour, with the result expressed as a percentage. A low volume alternative calculation, set forth in **Attachment 3-A**, shall apply when the total volume of Incidents falls within the volume (denominator) ranges specified in that Attachment.
COLLECTION PROCESS	Incident tickets will be logged in the MSI ITSM system. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. For Severity 1 incidents that have a resolution duration greater than one hour, work info entries will be made in the incident ticket by the resolver team each time the applicable authorized user is provided required notice. Incident data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter incident tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.4 Change Management Effectiveness – Enterprise

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Change Management Effectiveness - Enterprise			3-A	R2.2.1E	0
SERVICE LEVEL TYPE	Key Measurement				
CURRENTLY MEASURED	Yes, 12+ months of data available				
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R2.2.1S Change Management Effectiveness – Server Data Center Service Component: R2.2.1D Change Management Effectiveness – Data Center Network Service Component: R2.2.1N Change Management Effectiveness – Network Mainframe Service Component: R2.2.1M Change Management Effectiveness – Mainframe Print-Mail Service Component: *[to be determined]*			
METRIC DESCRIPTION	The Service Level for "Change Management Effectiveness – Enterprise" measures the percentage of time Service Provider successfully implements Changes to the Services.				
METRIC INCLUSIONS and DATA SOURCES	Changes are not successfully implemented if they: (i) do not comply with the Change Management procedures (including the Change Control Process), the SMM and, except as specified in clause (iii) to this sentence, any associated project plan, (ii) cause either a Severity 1 Incident or Severity 2 Incident, (iii) exceeded the change window, (iv) are backed out, or (v) partial success of change is backed out or unsuccessful.				
METRIC EXCLUSIONS	N/A				
HOURS OF MEASUREMENT	N/A				
DAYS OF MEASUREMENT	N/A				
MINIMUM SERVICE LEVEL	93.00%				
EXPECTED SERVICE LEVEL	96.00%				
ALGORITHM	The Service Level calculation for "Change Management Effectiveness – Enterprise" is the number of changes that are successfully implemented by Service Provider, divided by the number of changes implemented by Service Provider, with the result expressed as a percentage. Changes will be reported in the Measurement Window that the Change ticket is closed, allowing sufficient time to determine if the Change was successful. A low volume alternative calculation, set forth in **Attachment 3-A**, shall apply when the total volume of changes implemented falls within the volume (denominator) ranges specified in that Attachment.				

COLLECTION PROCESS	Change tickets will be logged in the MSI ITSM system. Changes will be documented, categorized, and assigned to implementer teams who will work to plan, review, obtain approvals, and progress the ticket through the change management lifecycle. Change data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter change tickets based on appropriate measurement criteria.
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.5 DR Test Report Delivery – Enterprise

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
DR Test Report Delivery – Enterprise			3-A	R2.2.2E	0
SERVICE LEVEL TYPE	Key Measurement				
CURRENTLY MEASURED	No				
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R2.2.2S DR Test Report Delivery – Server Data Center Service Component: R2.2.2D DR Test Report Delivery – Data Center Network Service Component: R2.2.2N DR Test Report Delivery – Network Mainframe Service Component: R2.2.2M DR Test Report Delivery – Mainframe Print-Mail Service Component: *[to be determined]*			
METRIC DESCRIPTION	The Service Level "DR Test Report Delivery – Enterprise" measures the percentage of time Service Provider delivers DR test reports within 30 calendar days of the scheduled DR test. The Disaster Recovery test schedule is documented by the Service Provider in the annual DR Test Plan, and may be modified prior to the test, per the rescheduling procedure maintained in the SMM.				
METRIC INCLUSIONS and DATA SOURCES	Includes DR tests for agency applications as well as Service Provider DR tests for infrastructure applications and data centers, as defined in the SMM.				
METRIC EXCLUSIONS	N/A				
HOURS OF MEASUREMENT	N/A				
DAYS OF MEASUREMENT	N/A				
MINIMUM SERVICE LEVEL	90.00%				
EXPECTED SERVICE LEVEL	95.00%				
ALGORITHM	The Service Level calculation for "DR Test Report Delivery – Enterprise" is the total number of DR test reports timely delivered, divided by the total number of DR test reports due within the Measurement Window, with the result expressed as a percentage. A DR test report is deemed as not delivered timely if a DR test is not completed as scheduled or is not scheduled. A low volume alternative calculation, set forth in **Attachment 3-A**, shall apply when the total volume of DR test reports falls within the volume (denominator) ranges specified in that Attachment.				

COLLECTION PROCESS	Tracking and providing information regarding whether the Disaster Recovery (DR) tests were performed and DR test reports timely delivered will be the responsibility of the SCP with oversight provided by MSI. As part of the MSI's overall role in DR Planning, the MSI is responsible for the scheduling and execution of DR Tests. The SCP works with the MSI on the planning and execution of the tests and the MSI reports back to DIR and the Agencies on the DR Tests performed in scheduled testing window. The total number of DR test reports timely delivered and the total number of DR test reports due will be entered into ServiceFlow by the MSI via ServiceFlow Web Form. ServiceFlow will calculate the SLA result based on the Web form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.
REPORTING TOOLS	▪ MSI ServiceFlow ▪ MSI DR plan management system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR. Data is available from the MSI DR plan management system for at least the past 13 months.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.6 DR Test Plan Objectives Met – Enterprise

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
DR Test Plan Objectives Met - Enterprise	3-A	R2.2.3E	0

SERVICE LEVEL TYPE	Key Measurement	
CURRENTLY MEASURED	Yes, 12+ months data available	
SHARE TYPE and CORRESPONDING METRIC(S)	R	Server Service Component: R2.2.3S DR Test Plan Objectives Met – Server Data Center Service Component: R2.2.3D DR Test Plan Objectives Met – Data Center Network Service Component: R2.2.3N DR Test Plan Objectives Met – Network Mainframe Service Component: R2.2.3M DR Test Plan Objectives Met – Mainframe Print-Mail Service Component: *[to be determined]*
METRIC DESCRIPTION	This Service Level "DR Test Plan Objectives Met – Enterprise" measures the percentage of time Service Provider(s) successfully tests (as defined in the SMM) agency and Service Provider infrastructure. If a test is unsuccessful, Service Provider must remediate and successfully re-perform any failed test within ninety (90) days following the initially scheduled test (or such longer period as may be agreed upon by the Parties). The measurement is calculated based on successfully completing the overall test objective, which must be defined before the test. For purposes of clarity, note that an objective may be met successfully even if issues are identified, provided that the overall objective is met.	
METRIC INCLUSIONS and DATA SOURCES	All DR tests scheduled and performed in the Measurement Window.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	N/A	
DAYS OF MEASUREMENT	N/A	
MINIMUM SERVICE LEVEL	90.00%	
EXPECTED SERVICE LEVEL	95.00%	
ALGORITHM	The Service Level calculation for "DR Test Plan Objectives Met – Enterprise" is the total number of DR tests that are (i) successfully completed or (ii) successfully completed with issues, divided by the total number of DR tests performed during the applicable Measurement Window, with the result expressed as a percentage. A low volume alternative calculation, set forth in **Attachment 3-A**, shall apply when the total volume of DR tests falls within the volume (denominator) ranges specified in that Attachment.	

COLLECTION PROCESS	Tracking and providing information regarding whether the Disaster Recovery (DR) test plan objectives were met will be the responsibility of the SCP with oversight provided by MSI. The total number of DR tests that are (i) successfully completed or (ii) successfully completed with issues, and the total number of DR tests performed, will be entered into ServiceFlow by the MSI via ServiceFlow Web Form. ServiceFlow will calculate the SLA result based on the Web form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.
REPORTING TOOLS	MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.7 Service Desk – Average Call Answer Time

SERVICE LEVEL NAME		EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Service Desk – Average Call Answer Time		3-A	U2.2.4E	0
SERVICE LEVEL TYPE	Key Measurement			
CURRENTLY MEASURED	Yes, 12+ months data available			
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A		
METRIC DESCRIPTION	The Service Level "Service Desk – Average Call Answer Time" measures the elapsed time from when an Authorized User selects the first menu option on the IVR to the time the phone call is answered by a live support technician.			
METRIC INCLUSIONS and DATA SOURCES	All phone calls to the Service Desk shall be included in the calculation of this Service Level.			
METRIC EXCLUSIONS	N/A			
HOURS OF MEASUREMENT	24			
DAYS OF MEASUREMENT	365(366)			
MINIMUM SERVICE LEVEL	≤ 30 seconds			
EXPECTED SERVICE LEVEL	≤ 27 seconds			
ALGORITHM	The Service Level calculation for "Service Desk – Average Call Answer Time" is the average number of seconds for all phone calls to the Service Desk during the applicable Measurement Window, between the time the phone caller first selects a menu option on the IVR or Automatic Call Distribution System for assistance by a live support technician to the time the phone call is verbally answered by a live support technician ready to start working on the phone call during the applicable Measurement Window.			
COLLECTION PROCESS	Tracking and providing information regarding average call answer time will be the responsibility of the MSI Service Desk (SD). The SD will monitor the IVR/ACD system daily and track call answer performance. Average call answer statistics will be calculated and published by the Service Desk. The average number of seconds between the time the caller first selects a menu option on the IVR or Automatic Call Distribution System for assistance by a live support technician to the time the phone call is verbally answered by a live support technician ready to start working on the call will be entered into ServiceFlow by the Service Desk via ServiceFlow Web Form. ServiceFlow will calculate the SLA result based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.			
REPORTING TOOLS	▪ Service Desk IVR/ACD ▪ MSI ServiceFlow			

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.8 Service Desk – Abandon Rate

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Service Desk – Abandon Rate	3-A	U2.2.5E	0

SERVICE LEVEL TYPE	Key Measurement	
CURRENTLY MEASURED	Yes, 12+ months data available	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	This Service Level "Service Desk – Abandon Rate" measures the percentage of phone calls to the Service Desk that are abandoned by the Authorized User after the Authorized User selected a service option and prior to a live support technician answering the phone call.	
METRIC INCLUSIONS and DATA SOURCES	All phone calls to the Service Desk where the phone caller selects a menu option on the IVR or ACD for assistance by a live support technician shall be included in the calculation of this Service Level.	
METRIC EXCLUSIONS	Calls abandoned prior to the time the phone caller selects a menu option on the IVR or Automatic Call Distribution System for assistance by a live support technician are not counted as abandoned.	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365(366)	
MINIMUM SERVICE LEVEL	$\leq$ 5.00%	
EXPECTED SERVICE LEVEL	$\leq$ 3.80%	
ALGORITHM	The Service Level calculation for "Service Desk – Abandon Rate" is the total number of phone calls to the Service Desk during the applicable Measurement Window that are abandoned by the Authorized User, divided by the total number of phone calls to the Service Desk during the applicable Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	Tracking and providing information regarding abandon call rate will be the responsibility of the MSI Service Desk (SD). The SD will monitor the IVR/ACD system daily and track call performance. Abandon call rate statistics will be calculated and published by the Service Desk. The total number of phone calls to the Service Desk that are abandoned by the Authorized User and the total number of phone calls to the Service Desk where the phone caller selects a menu option on the IVR or Automatic Call Distribution System for assistance by a live support technician will be entered into ServiceFlow by the Service Desk via ServiceFlow Web Form. ServiceFlow will calculate the SLA result based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.	
REPORTING TOOLS	▪ Service Desk IVR/ACD ▪ MSI ServiceFlow	

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.9 Portal Performance

SERVICE LEVEL NAME			EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Portal Performance			3-A	U2.2.6E	3
SERVICE LEVEL TYPE	Key Measurement				
CURRENTLY MEASURED	No				
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A			
METRIC DESCRIPTION	This Service Level "Portal Performance" measures the percentage of time the SharePoint Portal, Remedy, Chargeback, and ServiceFlow applications provide appropriate response times. Response times, measurement frequency, and associated test page identifiers for each application will be maintained in the SMM (for example, the SharePoint Portal home page may be a representative test page). Material changes to test pages shall result in re-establishment of the applicable response time.				
METRIC INCLUSIONS and DATA SOURCES	All accesses to the SharePoint Portal, Remedy, Chargeback, and Service Flow applications by DIR, DIR Customers, Service Provider personnel, and any third party Authorized Users.				
METRIC EXCLUSIONS	Response data collected during authorized maintenance windows.				
HOURS OF MEASUREMENT	24				
DAYS OF MEASUREMENT	365(366)				
MINIMUM SERVICE LEVEL	98.00%				
EXPECTED SERVICE LEVEL	98.20%				
ALGORITHM	The Service Level calculation for "Portal Performance" is the total number of page load time responses received across the SharePoint Portal, Remedy, Chargeback, and Service Flow applications that meet the required response times divided by the total number of page load time response requests issued across the SharePoint Portal, Remedy, Chargeback, and Service Flow applications during the Measurement Window, with the result expressed as a percentage.				
COLLECTION PROCESS	Page load response time data will be collected in the MSI's appropriate Page Load Time measurement tool located in the ADC. The total number of page load time responses received within the relevant response times and the total number of page load time response requests issued will be entered into Service Flow by the MSI. Service Flow will calculate the result based on Web Form data. Supporting documentation containing the details of the page load time data will be attached to the Web Form.				

REPORTING TOOLS	• MSI Page Load Test Tools • MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.10 Service Catalog Effectiveness

SERVICE LEVEL NAME		EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Service Catalog Effectiveness		3-A	U2.2.7E	12
SERVICE LEVEL TYPE	Key Measurement			
CURRENTLY MEASURED	No			
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A		
METRIC DESCRIPTION	The Service Level for "Service Catalog Effectiveness" measures the percentage of Service Catalog requests that are satisfied without the need for contact to the Service Desk.			
METRIC INCLUSIONS and DATA SOURCES	Service Requests for all services offered in the Service Catalog.			
METRIC EXCLUSIONS				
HOURS OF MEASUREMENT	N/A			
DAYS OF MEASUREMENT	N/A			
MINIMUM SERVICE LEVEL	56.87%			
EXPECTED SERVICE LEVEL	59.33%			
ALGORITHM	The Service Level calculation for "Service Catalog Effectiveness" is the total number of Service Requests which were initiated via Service Catalog, divided by the total number of Service Requests for Service Catalog offerings which were submitted in the Measurement Window, with the result expressed as a percentage.			
COLLECTION PROCESS	Service Requests will be logged and tracked in the MSI ITSM System. Service Requests will be categorized and assigned to resolver teams who will work to fulfill the service request and progress the ticket through the service request management lifecycle. A table of Service Catalog offerings will be maintained in ServiceFlow. Service Request data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter service request tickets based on appropriate measurement criteria.			
REPORTING TOOLS	▪ MSI ITSM ▪ MSI ServiceFlow			
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.			
PERFORMANCE CATEGORY	Cross Functional			
METRIC OWNER				
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual			

B.11 Service Desk Customer Satisfaction

SERVICE LEVEL NAME		EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Service Desk Customer Satisfaction		3-A	U2.2.8E	0
SERVICE LEVEL TYPE	Key Measurement			
CURRENTLY MEASURED	Yes, 12+ months of data available			
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A		
METRIC DESCRIPTION	The Service Level for "Service Desk Customer Satisfaction" measures the average scores of the customer satisfaction surveys taken on a random statistical sample of customers that had a service contact with the Service Provider during the measurement period. The surveys will be conducted in accordance with the Service Management Manual.			
METRIC INCLUSIONS and DATA SOURCES	Survey responses shall be on a five (5) point scale (with five (5) being the most satisfied) or shall reflect such other satisfaction criteria established pursuant to the survey design process.			
METRIC EXCLUSIONS	All survey questions related to SCP or non-Service Desk resolver teams			
HOURS OF MEASUREMENT	N/A			
DAYS OF MEASUREMENT	N/A			
MINIMUM SERVICE LEVEL	3.9			
EXPECTED SERVICE LEVEL	4.2			
ALGORITHM	The Service Level calculation for "Service Desk Customer Satisfaction" is the sum of all scores for each response (question answered) for the Point of Service surveys that are returned during the applicable Measurement Window, divided by the total number of responses for all Point of Service surveys that are returned during the applicable Measurement Window. For months in which the total number of surveys returned is less than ten (10), the performance for this Service Level shall either be reported per the standard calculation, or be deemed to equal the Expected Service Level target (e.g., reported as 4.2), whichever is higher.			
COLLECTION PROCESS	Tracking and providing information regarding customer satisfaction will be the responsibility of the MSI Service Desk (SD). The SD will monitor the customer satisfaction survey responses and track response content and statistics. The sum of all scores for each response (question answered) for the Point of Service surveys that are returned and the total number of responses for all Point of Service surveys that are returned will be entered into ServiceFlow by the Service Desk via ServiceFlow Web Form. ServiceFlow will calculate the SLA result based on the Web form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.			

REPORTING TOOLS	▪ Survey Methods ▪ MSI ITSM ▪ MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.12 Report Delivery

SERVICE LEVEL NAME		EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Report Delivery		3-A	U2.3.1E	0
SERVICE LEVEL TYPE	Key Measurement			
CURRENTLY MEASURED	Yes; 12+ months of data available			
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A		
METRIC DESCRIPTION	The Service Level for "Report Delivery" measures the percentage of time the Service Provider delivers the reports on time. The list of reports will be maintained in the SMM. Each Report provided with respect to a Critical Service Level or Key Measurement shall be deemed an individual Report for the purposes of calculating this Service Level.			
METRIC INCLUSIONS and DATA SOURCES	Schedules and criticality as set forth in the SMM.			
METRIC EXCLUSIONS				
HOURS OF MEASUREMENT	N/A			
DAYS OF MEASUREMENT	N/A			
MINIMUM SERVICE LEVEL	95.00%			
EXPECTED SERVICE LEVEL	98.00%			
ALGORITHM	The Service Level calculation for "Report Delivery" is the number of Reports delivered on time, divided by the number of Reports scheduled to be delivered during the applicable Measurement Window, with the result expressed as a percentage.			
COLLECTION PROCESS	Tracking and providing information regarding Report Delivery will be the responsibility of the MSI. Monthly reports will be inventoried with delivery logged and compared to the published schedules. The number of Reports delivered on time and the number of Reports scheduled to be delivered will be entered into ServiceFlow by the MSI via ServiceFlow Web Form. ServiceFlow reports the SLA result based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.			
REPORTING TOOLS	MSI ServiceFlow			
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.			
PERFORMANCE CATEGORY	Other Service Delivery			
METRIC OWNER				

METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual